Unit 201: Employment and employability in the building services engineering sector

# Worksheet 9: Effective communication and emotional intelligence (learner)

**Task 1**: Understanding positive communication

1. Define positive communication in the workplace.

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1. Give three examples of positive communication.

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1. What are some benefits of positive communication in the workplace?

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**Task 2**: Understanding negative communication

1. Define negative communication in the workplace.

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1. Give three examples of negative communication.

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1. What are some consequences of negative communication in the workplace?

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**Task 3**: Comparing positive and negative communication

Compare and contrast positive and negative communication in terms of their impact on workplace productivity, collaboration and staff turnover.

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**Task 4**: Emotional intelligence

Read the following information and answer the questions that follow.

Developing emotional intelligence can greatly enhance your communication skills, as it enables you to understand and manage your own emotions, as well as the emotions of others.

Here are some tips on how to develop emotional intelligence when engaging in communication:

Practice active listening:

When communicating with others, make a conscious effort to listen actively and attentively. This means focusing on what the other person is saying, rather than thinking about what you want to say next. Listen for both the content of the message and the emotions behind it.

1. What does active listening mean?

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Pay attention to non-verbal cues:

Non-verbal communication, such as facial expressions, body language and tone of voice, can often convey more about a person's emotional state than their words. Pay attention to these cues to better understand the emotions of others.

1. What are some examples of non-verbal communication?

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Practice empathy:

Empathy is the ability to understand and share the feelings of another person. When communicating with others, try to put yourself in their shoes and imagine how they might be feeling.

1. What is empathy?

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Manage your own emotions:

Emotions can sometimes get in the way of effective communication. Practice self-awareness and learn to manage your own emotions so that they don't interfere with your ability to communicate effectively.

1. Why is managing your own emotions important for effective communication?

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Use emotional language:

Using emotional language can help you connect with others on a deeper level. Instead of just stating facts, try to express how you feel about a situation and ask others how they feel as well.

1. How can using emotional language help you connect with others?

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Practice conflict resolution:

Conflict is inevitable in any relationship, but learning how to manage and resolve it in a healthy way is crucial for effective communication. Practice active listening, empathy and compromise to resolve conflicts in a way that respects everyone involved.

1. Why is practicing conflict resolution important for effective communication?

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